

Sample Complaint Letter

(Your Address)
(Your City, State, Zip Code)
(Date)

(Name of Contact Person, if available)
(Title, if available)
(Company Name)
(Consumer Complaint Division, if you have no contact person)
(Street Address)
(City, State, Zip Code)

Dear (Contact Person):

Re: (account number, if applicable)

- describe purchase
- name of product,
serial numbers
- include date and
place of purchase

On (date), I (bought, leased, rented, or had repaired) a (name of the product with serial number or model number or service performed) at (location, date, and other important details of the transaction).

- state problem
- give history

Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.).

- ask for specific action
- enclose copies of
documents

To resolve the problem, I would appreciate your (state the specific action you want--money back, charge card credit, repair, exchange, etc.) Enclosed are copies (do not send originals) of my records (include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents).

- allow time for action
- state how you
can be reached

I look forward to your reply and a resolution to my problem and will wait until (set a time limit) before seeking help from the Better Business Bureau and/or filing a complaint with the Attorney General's Office. Please contact me at the above address or by phone at (home and/or office numbers with area codes).

Sincerely,

(your name)

Enclosure(s)
cc: (reference to whom you are sending a copy of this letter, if anyone)